## Here are your new Medicaid cards!

Remove your ID card, your ID key tags and this information card. Read and keep this card as it has important information on the back. Please present any of the ID cards when you receive medical services.







get current t 1-800-338-

status

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cardholder before our

Eligibility

323-9639)

THIS CARD SERVICES Members: DOES

## Providers:

You need to verify eligibility status of this cardholder before providing services. You can get current eligibility status by calling our Eligibility Verification System (ELVS) at 1-800-338-7752 (in the Des Moines area 515-323-9639) or at our website: https://imeediss.noridian.com/iowasxchange/LogonDisplay.do

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You do not have to pay medical bills that Medicaid should pay. You should make sure your provider has all of your insurance information in order to submit a claim.

Call Iowa Medicaid Enterprise Member Services at 1-800-338-8366 (Des Moines area, call 515-256-4606) if:

- You have lost your card.
- · You get a bill from a doctor, hospital or other medical provider, unless it is for a co-payment.
- You can't get medical services because Medicaid did not pay another bill,

You will get a letter within 30 days that tells you if Medicaid will pay the bill. If Medicaid does not pay the bill, you have the right to file an appeal.

The Iowa Medicaid Enterprise (IME) does not need your permission

- · Recover medical payments made on your behalf, or
- Make a claim against another person or company that may be responsible for paying the cost of your medical expense

Your help is appreciated. You will get documents that show what medical services have been paid for if you or your attorney asks for them. These documents may also be shared with an attorney or insurance company to prove the amount of the IME's claim.

## YOUR PERMANENT MEDICAL ₽ CARD. CARD

you have questions or you lost 1-800-338-8366 (If you live in t Show this NOT **GUARANTEE ELIGIBILITY** your your medical Des card, call our Member Moines provider when OR PAYMENT you need services. Call Center FOR